



Cultural Appropriateness Report by Health Care Service Plans (Health and Safety Code section 1367.07)

HEALTH CARE SERVICE PLAN NAME:

DATE:

In accordance with the requirements of Health and Safety Code section 1367.07, the following information is reported to the Department of Managed Health Care (the "Department"):

1. Date the demographic assessment of enrollee linguistic needs required under Health and Safety Code section 1367.04(b) was completed:

2. Please describe the Plan's internal policies and procedures related to cultural appropriateness in each of the following contexts: *[Of note, Health and Safety Code section 1367.04(d) prohibits duplicative data collection for the purpose of making the Department's biennial report to the Legislature. If the Plan submitted data responsive to the below questions with its July 2008 filing (as required by Title 28, California Code of Regulations, Section 1300.67.04(e)(2)) and there has been no change to the data, the Plan may comply by directing the Department to the specific filing(s) and page(s) where that data may be found. If the Plan prepared and submitted the same or similar information to another regulatory body within the last 6 – 12 months, the Plan may elect to utilize the report for purposes of this requirement. Please inform the Department of the date of submission, the agency, and the legal requirements the Plan followed in preparing the report.]*

(a) Collection of data regarding the enrollee population pursuant to the Health Care Service Plan's assessment conducted in accordance with subdivision (b) of Section 1367.04. *[Describe the methodology used to assess the Plan's enrollee population, and the response rate for the survey. In addition, describe the method and/or the approaches the Plan is contemplating to update the demographic profile every 3 years.]*

(b) Education of Health Care Service Plan staff who have routine contact with enrollees regarding the diverse needs of the enrollee population. *[Discuss the number and frequency of trainings; the training content and staff required to attend, how the Plan evaluates, or whether the Plan has evaluated the effectiveness of staff training.]*

(c) Recruitment and retention efforts that encourage workforce diversity. *[These efforts should be described for Plan level staff as well as efforts at the provider level, including significant points of health care contact accessed by the Plan's enrollees.]*

(d) Evaluation of the Health Care Service Plan's programs and services with respect to the Plan's enrollee population, using processes such as an analysis of complaints and satisfaction survey results. *[The Plan should describe the mechanisms e.g., complaints and grievances, surveys etc., used to evaluate the language program and services to the LEP population and how the information is evaluated, problems identified, corrective action taken if necessary and how the Plan follows-up on corrective actions.]*

(e) The periodic provision of information regarding the ethnic diversity of the Plan's enrollee population and any related strategies to plan providers. *[Plans may use existing means of communication.]*

(f) The periodic provision of educational information to Plan enrollees on the Plan's services and programs. Plans may use existing means of communications. *[In responding to the Department, the Plans may discuss how they inform enrollees about language assistance (both interpreter and translation) services, for example, whether they use "I speak" or "Point to" posters at appropriate points of contact, and how the Plan is evaluating the effectiveness of such programs.]*

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Health Plan Signature